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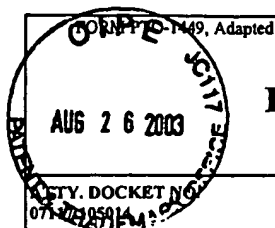
APPLICANT Mellwaine et al.	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT		GROUP

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QV	AA	3,594,919	7/27/1971	De Bell et al.	434	319	9/23/1969
QV	AB	3,705,271	12/5/1972	De Bell et al.	360	74.4	3/26/1971
QV	AC	4,684,349	8/4/1987	Ferguson et al.	434	308	7/28/1986
QV	AD	4,776,016	10/4/1998	Per K. Hansen	704	275	11/21/1985
QV	AE	4,853,952	8/1/1989	Jachmann et al.	379	88.11	12/3/1987
QV	AF	4,916,726 B1	6/9/1992	Morley et al. (Reexamination Certificate)	379	88.13	9/29/1988
QV	AG	5,058,008	10/15/1991	Karl H. Schumacher	705	9	10/3/1989
QV	AH	5,110,329	5/5/1992	Helmut Pieper	755	9351	6/20/1990
QV	AI	5,199,062	3/30/1993	Von Meister et al.	379	88.04	11/8/1991
QV	AJ	5,309,505	5/3/1994	Szlam et al.	379	88.01	5/20/1991
QV	AK	5,310,349	5/10/1994	Daniels et al.	434	350	4/30/1992
QV	AL	5,311,422	5/10/1994	Loftin et al.	703	2	6/28/1990
QV	AM	5,384,841	1/24/1995	Adams et al.	379	266.04	10/27/1993
QV	AN	5,416,694	5/16/1995	Parrish et al.	705	8	2/28/1994
QV	AO	5,469,491	11/21/1995	Morley et al.	379	88.13	2/2/1994
QV	AP	5,511,112	4/23/1996	Aleksander Szlam	379	266.06	4/29/1994
QV	AQ	5,533,115	7/2/1996	Hollenbach et al.	379	221.11	11/4/1994
QV	AR	5,535,256	7/9/1996	Maloney et al.	379	306	5/3/1995
QV	AS	5,583,965	12/10/1996	Douma et al.	704	275	9/12/1994

EXAMINER <i>Douglas Nguyen</i>	DATE CONSIDERED <i>6/9/03</i>
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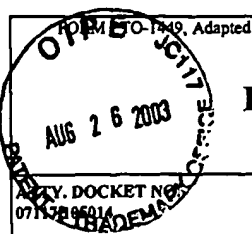
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LIST OF INFORMATION DISCLOSED BY APPLICANT

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CITY, DOCKET NO. 07123591A		SERIAL NO. 10/602,804		FILING DATE June 24, 2003			
APPLICANT McIlwaine et al.				GROUP			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	BA	5,590,188	12/31/1996	Gary B. Crockett	379	265.02	2/17/1995
QN	BB	5,594,791	1/14/1997	Szlam et al.	379	265.09	10/5/1994
QN	BC	5,597,312	1/28/1997	Bloom et al.	434	362	5/4/1994
QN	BD	5,633,924	5/27/1997	Kaish et al.	379	266.03	12/11/1995
QN	BE	5,675,637	10/7/1997	Szlam et al.	379	142.17	5/16/1995
QN	BF	5,696,811	12/9/1997	Maloney et al.	379	265.07	6/20/1996
QN	BG	5,703,943	12/30/1997	Mary Rita Otto	379	265.1	10/16/1995
QN	BH	5,721,770	2/24/1998	Joylee E. Kohler	379	265.2	7/2/1996
QN	BI	5,727,950	3/17/1998	Cook et al.	434	350	5/22/1996
QN	BJ	5,738,527	4/14/1998	Steven W. Lundberg	434	322	8/8/1996
QN	BK	5,745,109	4/28/1998	Nakano et al.	715	838	6/17/1996
QN	BL	5,757,644	5/26/1998	Jorgensen et a	700	83	
QN	BM	5,790,798	8/4/1998	Beckett et al.	709	224	5/31/1996
QN	BN	5,818,907	10/6/1998	Maloney et al.	379	32.01	8/4/1997
QN	BO	5,825,869	10/20/1998	Brooks et al.	379	265.12	4/23/1996
QN	BP	5,827,071	10/27/1998	Sorensen et al.	434	323	8/26/1996
QN	BQ	5,833,468	11/10/1998	Guy et al.	434	350	1/24/1996
QN	BR	5,861,881	1/19/1999	Freeman et al.	715	500.1	2/8/1996
QN	BS	5,877,954	3/2/1999	Klimasauskas et al.	700	21	5/3/1996
EXAMINER Dwight Nguyen				DATE CONSIDERED 6/9/06			
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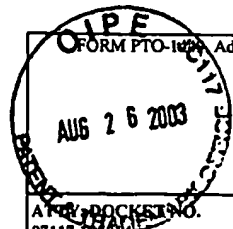
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APPLICANT McIlwaine et al.		GROUP

U.S. PATENT DOCUMENTS

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QV	CA	5,903,641	5/11/1999	Alan V. Tonisson	379	265.12	1/28/1997
QV	CB	5,904,485	5/18/1999	David M. Siefert	434	322	11/4/1994
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QV	CD	5,943,416	8/24/1999	Doug Gisby	379	265.13	2/17/1998
QV	CE	5,946,375	8/31/1999	Pattison et al.	379	112.01	5/12/1997
QV	CF	5,946,387	8/31/1999	Alex Miloslavsky	379	265.12	2/19/1997
QV	CG	5,957,659	9/28/1999	Amou et al.	415	178	6/5/1997
QV	CH	5,963,635	10/5/1999	Szlam et al.	379	309	12/12/1996
QV	CI	5,971,271	10/26/1999	Wynn et al.	235	380	6/24/1997
QV	CJ	5,991,394	11/23/1999	Dezonno et al.	379	265.09	2/5/1998
QV	CK	6,014,134	1/11/2000	Bell et al.	715	705	8/23/1996
QV	CL	6,038,544	3/14/2000	Machin et al.	705	11	2/26/1998
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QV	CN	6,044,355	3/28/2000	Crockett et al.	705	8	7/9/1997
QV	CO	6,044,368	3/28/2000	James Karl Powers	707	2	4/30/1998
QV	CP	6,052,460	4/18/2000	Fisher et al.	379	265.12	12/17/1997
QV	CQ	6,058,163	5/2/2000	Pattison et al.	379	265.06	5/12/1997
QV	CR	6,067,537	5/23/2000	O'Connor et al.	706	47	12/22/1998
QV	CS	6,067,538	5/23/2000	Zorba et al.	706	47	12/22/1998

EXAMINER <i>Quynh Nguyen</i>	DATE CONSIDERED <i>6/9/06</i>
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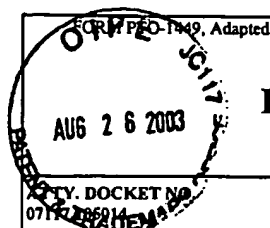
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APPLICANT McIlwaine et al.		GROUP

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	DA	6,070,142	5/30/2000	McDonough et al.	705	7	4/17/1998
QN	DB	6,073,127	6/6/2000	Lannert et al.	706	45	12/22/1998
QN	DC	6,078,894	6/20/2000	Clawson et al.	705	11	3/28/1997
QN	DD	6,086,381	7/11/2000	Downs et al.	434	322	9/2/1997
QN	DE	6,118,865	9/12/2000	Doug Gisby	379	265.02	8/24/1999
QN	DF	6,118,973	9/12/2000	Ho et al.	434	362	2/22/1999
QN	DG	6,119,097	9/12/2000	David Ibarra	705	11	11/26/1997
QN	DH	6,128,380	10/3/2000	Shaffer et al.	379	265.01	8/24/1998
QN	DI	6,134,539	10/17/2000	O'Connor et al.	706	45	12/22/1998
QN	DJ	6,144,971	11/7/2000	Sunderman et al.	715	580	1/25/1999
QN	DK	6,146,148	11/14/2000	John J. Stuppy	434	322	3/25/1999
QN	DL	6,163,607	12/19/2000	Bogart et al.	379	266.01	11/3/1998
QN	DM	6,170,014 B1	1/2/2001	Darago et al.	709	229	3/18/1999
QN	DN	6,171,109 B1	1/9/2001	Setsuo Ohsuga	434	118	6/18/1997
QN	DO	6,192,122 B1	2/20/2001	Flockhart et al.	379	266.1	2/12/1998
QN	DP	6,201,948 B1	3/13/2001	Cook et al.	434	350	3/16/1998
QN	DQ	6,211,451 B1	4/3/2001	Tohgi et al.	84	470 R	1/26/1999
QN	DR	6,215,865 B1	4/10/2001	David T. McCalmont	379	212.01	10/13/1998
QN	DS	6,263,049	7/17/2001	R dney Kuhn	379	32.01	9/25/0997

EXAMINER Quynh Nguyen	DATE CONSIDERED 6/9/06
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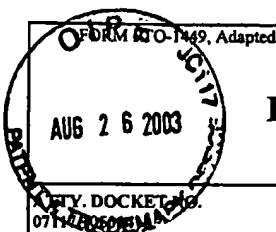
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PAT. DOCKET NO. 071728814		SERIAL NO. 10/602,804		FILING DATE June 24, 2003			
APPLICANT McIlwaine et al.				GROUP			
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DN	EA	6,275,812 B1	8/14/2001	Haq et al.	705	11	12/8/1998
DN	EB	6,278,978 B1	8/21/2001	Andre et al.	705	9	4/7/1998
DN	EC	6,289,340 B1	9/11/2001	Puram et al.	707	5	8/3/1999
DN	ED	6,324,282 B1	11/27/2001	McIlwaine et al.	379	265.06	3/2/2000
DN	EE	6,347,139 B1	2/12/2002	Fisher et al.	379	265.12	12/6/1999
DN	EF	6,371,765 B1	4/16/2002	Wall et al.	379	265.05	11/9/1999
DN	EG	6,408,066 B1	6/18/2002	Andruska et al.	379	265.12	12/15/1999
DN	EH	6,453,038 B1	9/17/2002	McFarlane et al.	379	265.05	6/1/2000
DN	EI	6,459,787 B2	10/1/2002	McIlwaine et al.	379	265.06	9/10/2001
DN	EJ	6,510,221 B1	1/21/2003	Fisher et al.	379	265.12	12/6/1999
DN	EK	6,535,600 B1	3/18/2003	Fisher et al.	379	265.12	12/6/1999
DN	EL	6,553,114 B1	4/22/2003	Fisher et al.	379	265.12	12/6/1999
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EXAMINER Dwayne Nguyen					DATE CONSIDERED 6/9/06		
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APPLICANT McIlwaine et al.		SERIAL NO. 10/602,804	FILING DATE June 24, 2003
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)			
QW	FA	ACTV NET Debuts eSchool Online; Business Wire; 24 March 1997; pp. 03241287	
QW	FB	Armstrong, <i>Electronic Mail Order for Distance Learning</i> ; IEEE Colloquium on Commercialising the Internet; pp. 4/1-4/4; 02/1997	
QW	FC	Call Center E-Journal; <i>Telvista Integrates eLearning and Quality Monitoring</i> ; August 2001; pp. 8 – 12	
QW	FD	Click2learn; <i>Click2learn Unveils New Platform; Takes Aim at e-Learning Industry's Shortcomings</i> ; Press Release; June 4, 2001	
QW	FE	Click2learn; <i>Aspen: The Next-Generation e-Learning Platform</i> ; (2001)	
QW	FF	Curilem et al.; <i>Considerations for the Design of a Tutoring System Applied to Diabetes</i> ; Proceedings of the 22 nd Annual EMBX International Conference; July 23-28, 2000; pp. 2811-2814	
QW	FG	Cybulski et al.; <i>Teaching Systems Analysis and Design Using Multimedia and Patterns</i> ; IEEE; 2000; pp. 113-122	
QW	FH	Envision Telephony; <i>Click2Coach</i> ; (2001)	
QW	FI	Envision Telephony; <i>What Makes Your Contact Center Agents Truly Effective</i> ; (2001)	
QW	FJ	Fletcher, Scotty; <i>Companies turn to the Virtual Classroom</i> ; dbusiness.com; May 25, 2000	
QW	FK	Granić et al.; <i>User Interface Aspects of an Intelligent Tutoring System</i> ; 22 nd Int. Conf. Information Technology Interfaces ITI 2000, June 13-16, 2000; pp. 157-164	
QW	FL	Levinson et al.; <i>Chess Neighborhoods, Function Combination, and Reinforcement Learning</i> ; Institution of Electrical Engineers; 2003; INSPEC Abstract No. C2002-07-7830D-012	
QW	FM	NICE Systems; <i>NICE to Launch Integrated e-Learning Solution Through Partnership With Astound</i> ; News Release; December 4, 2000	
QW	FN	Skowronek, Larry; <i>Aspect eWorkforce Management v6</i> ; July 30, 2001	
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FORM PTO-1449, Adapted

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ATTY. DOCKET NO.
07117.105014SERIAL NO.
10/602,804FILING DATE
June 24, 2003APPLICANT
Mellwaine et al.

GROUP

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,659,768	8/19/1997	Forbes et al.	715	517	5/12/1995
QN	AB	5,911,134	6/8/1999	Castonguay et al.	705	9	10/12/1990
QN	AC	2003/0033184 A1	2/13/2003	Benbassat et al.	705	8	6/10/2002
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FOREIGN PATENT DOCUMENTS

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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

AP		Syntora.com; Syntora Agentivity; (2003); 14 Pages
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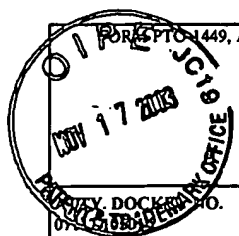
EXAMINER

Quynh Nguyen

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APPLICANT McIlwaine et al.	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
GROUP		

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,915,973	6/29/1999	Hoehn-Saric et al.	434	350	3/11/1997
QN	AB	5,947,747	9/7/1999	Walker et al.	434	354	5/9/1996
QN	AC	6,108,687	8/22/2000	Russell O. Craig	709	203	3/2/1998
QN	AD	6,141,528	10/31/2000	Ronald Remschel	434	350	9/22/1997
QN	AE	6,149,441	11/21/2000	Pellegrino et al.	434	350	11/6/1998
QN	AF	6,155,840	12/5/2000	Alfred V. Sallette	434	323	9/18/1998
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER Brynn Nguyen	DATE CONSIDERED 6/9/06
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FILING DATE
June 24, 2003

APPLICANT
McIlwaine et al.

GROUP

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	6,301,573 B1	10/9/2001	McIlwaine et al.	706	61	1/2/1998
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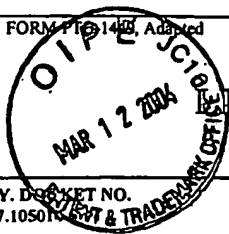
Quynh Nguyen

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6/9/86

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

FORM PTO-1449, Adapted



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ATTY. DOCKET NO. 07117.10501	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 3713

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
Q ^N	AA	6,628,777 B1	9/30/2003	McIlwaine et al.	379	265.01	11/16/1999
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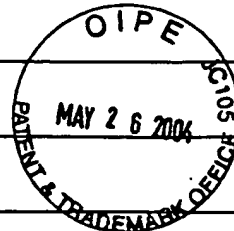
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FORM PTO-1449, Adapted

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ATTY. DOCKET NO.
07117.105014SERIAL NO.
10/602,804FILING DATE
June 24, 2003APPLICANT
McIlwaine et al.GROUP
3713**U.S. PATENT DOCUMENTS**

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QN	AB	6,408,064 B1	6/18/2002	Fedorov et al.	379	265.06	3/31/2000
QN	AC	6,603,854 B1	8/5/2003	Judkins et al.	379	265.06	2/25/2000
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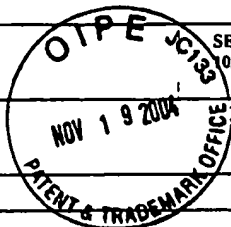
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June 24, 2003APPLICANT
Mellwaine et al.GROUP
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AP	Knowlagent; Knowlagent r7 Capabilities and Technologies Overview; June 10, 2004; pp. 1-20		
QN	AQ	Knowlagent; Marketing document from website; www.knowlagent.com; (August, 2004)		

EXAMINER

DATE CONSIDERED

6/9/06

EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<div style="float: right;">FORM BTO-1449, Adapted</div> <div style="clear: both;"></div> <h2 style="margin: 0;">LIST OF INFORMATION DISCLOSED BY APPLICANT</h2> <p style="margin: 0;">(Use several sheets if necessary)</p>							
<div style="float: left; border: 1px solid black; border-radius: 50%; padding: 5px; text-align: center; width: 100px;"> <div style="text-align: left; font-size: 0.8em;"> FORM BTO-1449, Adapted NOV 01 2004 OFFICE OF THE PATENT EXAMINER </div> </div> <div style="float: right;"> EXAMINER DOCKET NO. 07714308A1 </div> <div style="clear: both;"></div>			SERIAL NO. 10/602,804		FILING DATE June 24, 2003		
APPLICANT McIlwaine et al.					GROUP 3713		
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,100,329	3/31/1992	Deesen et al.	434	327	11/27/1990
QN	AB	6,775,377 B2	8/10/2004	McIlwaine et al.	379	265.06	7/18/2002
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	AH						
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	AM						
FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION YES NO.	
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	AO						
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							
QN	AP	Affidavit of John McIlwaine dated September 20, 2004					
QN	AQ	Star Trainer; Simulation Training for Call Center Agents					
EXAMINER <i>Duy N Nguyen</i>					DATE CONSIDERED 6/9/06		
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.							

<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="text-align: left;"> <p>FOR PTO 1446 Adopted</p> <p>MAY 04 2005</p> <p>PTO OFFICE</p> </div> <div> <p>LIST OF INFORMATION DISCLOSED BY APPLICANT</p> <p><i>(Use several sheets if necessary)</i></p> </div> </div>							
ATTY. DOCKET NO.			SERIAL NO.		FILING DATE		
07117.10501			10/602,804		June 24, 2003		
APPLICANT					GROUP		
McIlwaine et al.					2642		
U.S. PATENT DOCUMENTS							
EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	3,245,157	4/12/1966	Laviana, D.W.	434 35	307R	10/4/1963
QN	AB	5,228,859	7/20/1993	Rowe, T. Peter	434	118 118	12/10/1991
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QN	AM	WO 2005/011240 A1	2/3/2005	PCT	Baggenstoss et al.		
QN	AN	WO 2005/011243 A1	2/3/2005	PCT	Baggenstoss et al.		
QN	AO	WO 2005/020546 A2	3/3/2005	PCT	McConnell et al.		
	AP						
OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							
	AQ						
	AR						
EXAMINER					DATE CONSIDERED		
Duy N. Nguyen					6/9/06		
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ATTY. DOCKET NO. 07117.105014	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT Mellwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,513,308	4/30/1996	Mori, Toshiya	715 395	707 155	9/1/1993
QN	AB	6,340,977 B1	1/22/2002	Lui et al	345	709	5/7/1999
QN	AC	2002/0118220 A1	8/29/2002	Lui et al.	345	709	11/20/2001
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FOREIGN PATENT DOCUMENTS

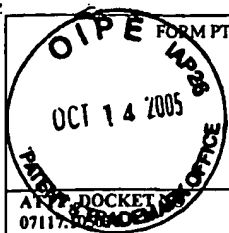
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	AL						

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

QN	AM	Deloitte & Touche; <i>Tech Trends – 2002 Annual Report</i> ; (2002); Volume 1; pp. 23-26
QN	AN	Knoa Software, Inc.; <i>Achieving Enterprise Application ROI by Managing User Performance</i> ; March 2003; pp. 1-12
QN	AO	Knoa Software, Inc.; <i>Driving ROI From On-Demand Services</i> ; October, 2003; 6 Pages
QN	AP	Knoa Software, Inc.; <i>The knoa Guidance™ Application</i> ; April 2003; pp. 1-12
	AQ	

EXAMINER <i>Quynh Nguyen</i>	DATE CONSIDERED 6/9/06
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APP. DOCKET NO. 07117.01	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,239,460	8/24/1993	LaRoche, Nancy J.	705 364	11 401	1/3/1991
QN	AB	5,299,260	3/29/1994	Shaio, Jack	379	265.07	7/29/1993
QN	AC	5,499,291	3/12/1996	Kepley, Garry D.	379	265.06	1/14/1993
QN	AD	6,278,777 B1	8/21/2001	Morley et al.	379	265.02	2/17/2000
QN	AE	6,356,632 B1	3/12/2002	Foster et al.	379	265.04	12/31/1998
QN	AF	6,359,982 B1	3/19/2002	Foster et al.	379	266.06	1/12/1999
QN	AG	6,690,788 B1	2/10/2004	Bauer et al.	379	242	9/15/2000
QN	AH	6,771,764 B1	8/3/2004	Dezonno, Anthony J.	379	265.02	1/26/2000
QN	AI	6,865,267 B2	3/8/2005	Dezonno, Anthony J.	379	265.06	11/27/2001
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FOREIGN PATENT DOCUMENTS

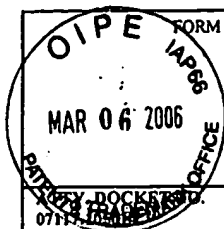
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER <i>Duy Ph Nguyen</i>	DATE CONSIDERED <i>6/9/06</i>
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APPLICANT McIlwaine et al.	SERIAL NO. 10/602,804	FILING DATE June 24, 2003
APPLICANT McIlwaine et al.		GROUP 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
QN	AA	5,206,903	4/27/1993	Kohler et al.	379	265.12 309	12/26/1990
QN	AB	6,584,192 B1	6/24/2003	Agusta, Joseph B.	379	265.12	12/6/1999
QN	AC	6,771,765 B1	8/3/2004	Crowther et al.	379	265.09	12/29/1999
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FOREIGN PATENT DOCUMENTS

EXAMINER INITIAL		DOCUMENT NUMBER	DATE	COUNTRY	NAME	TRANSLATION	
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OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER <i>Ample Nguyen</i>	DATE CONSIDERED 6/9/06
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